This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Synergy 700

Digital Cordless Telephone and Answering Machine Featuring DECT

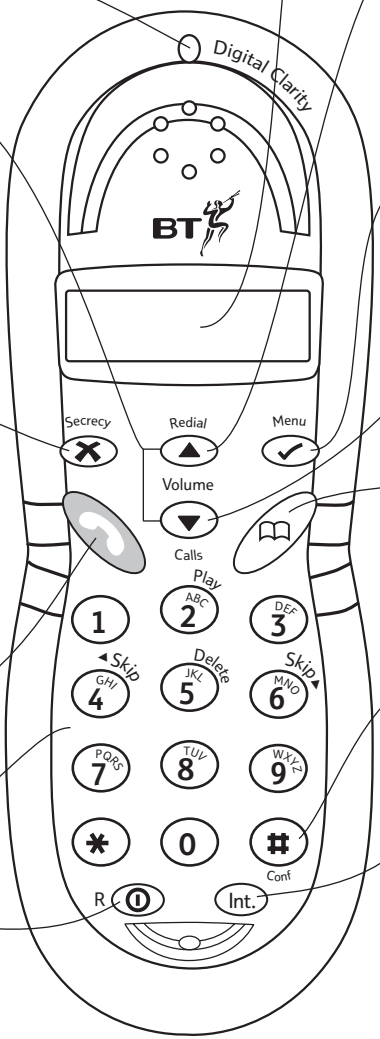
User Guide

Please open this page for an 'at a glance' guide to your Synergy 700

Please open this page for a further 'at a glance' guide to your Synergy 700.

At a glance

Handset



Liquid Crystal Display

Display shows you the name and number you have dialled and status of the handset.

Red light

To indicate that the phone is ringing or in use.

Redial button

To redial one of the 5 last numbers called.

Also used to enter a pause in a stored number.

Volume buttons

Use to adjust the handset earpiece speech volume and handset and base ringer volume.
Also used to scroll through the directory, redial and calls list.

Menu button

Use to access and select the options in the menu.

Calls

To access and view the last 20 calls received.

Secrecy button

During a call press to mute the call so your caller cannot hear you talk to someone close by.
Also used as a delete, edit and exit button.

Phonebook button

Use to access the 50 names and numbers stored in the phonebook.

Conference button

Allows you to hold a three-way conversation.

Talk button

Use to make, receive and end calls.

Keypad

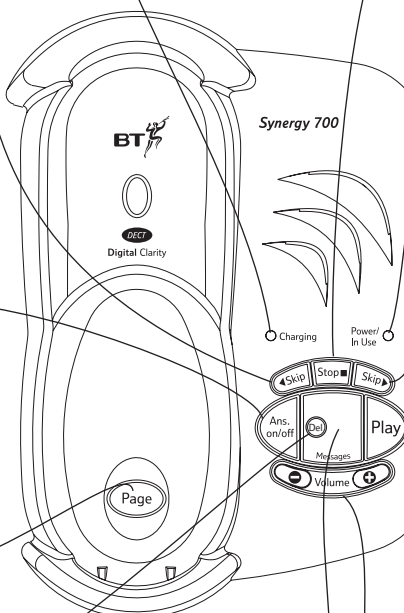
Internal button

To make internal calls between handsets registered to the base and to transfer an external call to an additional handset.

Recall button

For use with a switchboard/PBX and BT Select Services.

Base



Skip backward

Lets you skip backwards through your messages and memos, *see page 40*.

Also allows you to switch the audible message alert on or off, *see page 33*.

Allows you to select your Answer and Record outgoing message, *see page 36*.

Answer on/off

Switches the answering machine on and off, *see page 32*.

Also allows you to select your outgoing message, *see page 36*.

Page button

Press to page the handset, *see page 20*.

Delete

Deletes recorded messages and memos, *see page 40*.

Charging light

Comes on to indicate charging when the handset is on the base.

Message display LED

Indicates when the answering machine is on or off and when the power is on plus how many messages have been left. *See page 31*.

Stop

To stop message playback, *see page 40*.

Power/In Use light

Flashes when the handset is in use.

Skip forward

Lets you skip forward through your messages and memos, *see page 40*.

Also allows you to set the answer delay, *see page 33*.

Allows you to select your Answer Only outgoing message, *see page 36*.

Play

Lets you play and pause your messages, *see page 39*.

Volume

Adjust the loudspeaker volume, *see page 32*.

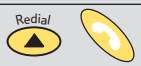
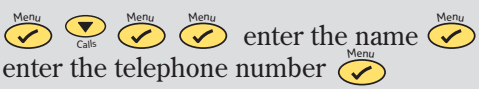
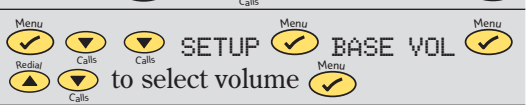
Explanation of the display icons

Idle screen
HS1
Displays the number of the handset at all times.
SYNERGY
HS1
To personalise the name of your handset, see page 23.

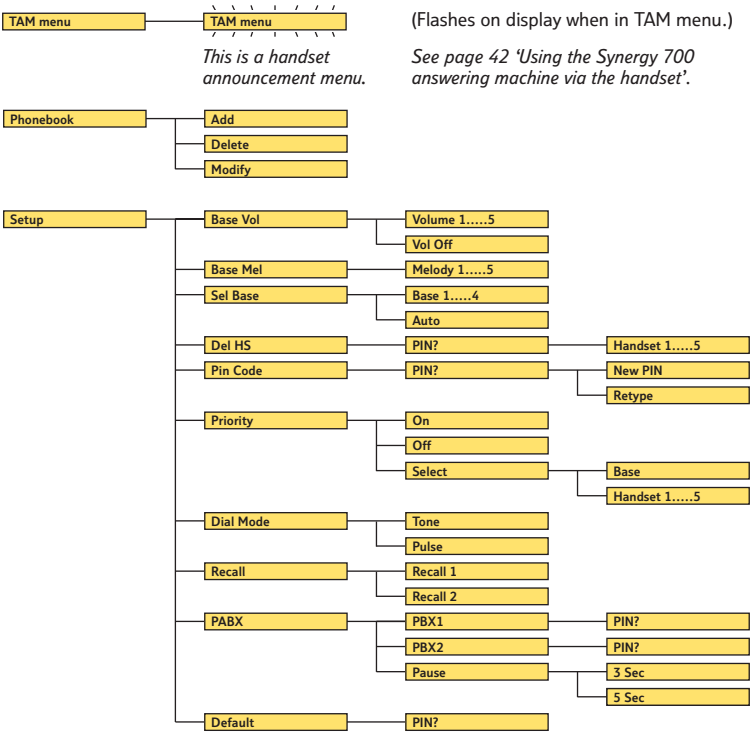
Icon	Steady	Flashing
EXT	External line in use	Incoming call
INT	Internal call	Internal call from another handset
	New call in Calls list	
EXT INT	3 way conversation in progress	
		Battery exhausted
	Battery weak	
	Battery half-full	
	Battery full	
	Phonebook	
	Menu in use	
	Handset linked to base station	Out of range or searching for base station
	New voice message has been received.	

Quick Guide

Information for the handset settings.

Function	Key combination
Answer a call/End a call	
Make a call	
Redial a number	
Store a number in the memory	 enter the name enter the telephone number
Dial a number in the memory	
Adjust the earpiece volume	Press the during a call until the required level is reached.
Secrecy on/off	
Transfer call to another handset	enter handset number
Three way conversation	enter handset number
Access to Redial and Calls list	- keep pressing to scroll.
Set handset ringer volume	HANDSET RING VOL to select volume
Set base unit ringer volume	 SETUP BASE VOL to select volume

Menu Structure

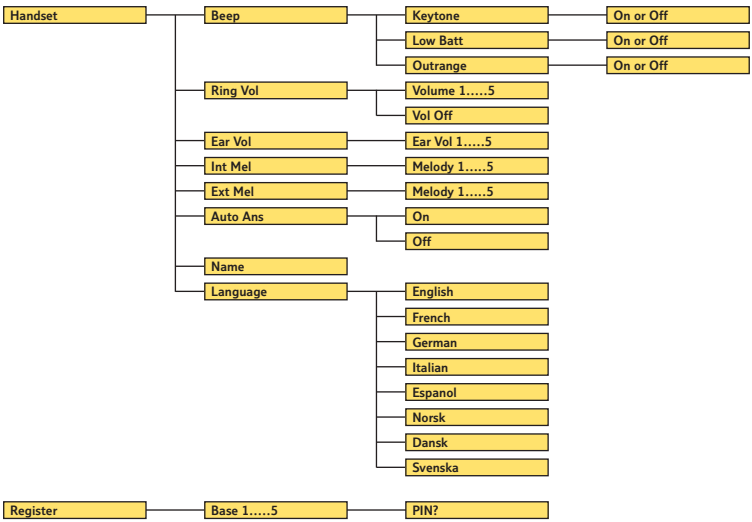


(Flashes on display when in TAM menu.)

This is a handset announcement menu.

See page 42 'Using the Synergy 700 answering machine via the handset'.

Cont.....



Important. *If you make a mistake you can return to the previous menu heading by pressing the ✘ button. If you press and hold the ✘ button at any time you will return to the idle screen. After 30 seconds if no buttons are pressed the handset will automatically return to the idle screen.*

In this guide

Note

There is a detailed INDEX at the end of this guide, see page 59.

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Note

In this user guide, we've included helpful tips and useful notes. They are shown in a white box like this.

Key features

Up to five handsets work from one base

You can make internal calls between handsets, transfer an external caller to another handset and hold three-way calls between two handsets and an external caller.

50 Name and number phonebook

Store up to 50 of your most important or frequently dialled numbers in the phonebook and store a name to go with the number. It is then easy to display and dial numbers from the phonebook.

Enhanced call clarity

Digitally Enhanced Cordless Telecommunications (DECT) ensures much clearer calls than analogue cordless phones.

Excellent handset range

Under ideal conditions you can use your Synergy 700 handset at up to 300 metres from the base station outside, or up to 50 metres inside.

Digital answering machine

No tape to worry about. Up to a maximum of 13 minutes recording time, including your outgoing message. Pre-recorded outgoing messages let you use your Synergy 700 straight away with the option of recording your own outgoing message at any time.

Memo facility

Allows you to leave memo messages for other users.

Fast forward playback

The Skip buttons allow quick and easy fast forwarding during message playback.

Remote access

You can turn your Synergy 700 answering machine on and off and listen to your messages from any *Touchtone*™ telephone. To protect your privacy, messages can only be accessed by entering a 4-digit security code.

Last number redial

Display and redial the last 5 numbers called from your handset.

Caller Display and Calls list

Lets you know who is calling you before answering the telephone, allowing you to decide whether or not to answer the call.

Also, saves the details of the last 20 callers in a Calls list.

5 Handset ringer melodies

There are 5 handset ringer melodies to choose from and you have the option to choose a different melody for external and internal callers.

Introduction

Your Synergy 700 has been designed for ease of use and made to the high standards set by BT.

Please read the instructions carefully before use and retain this user guide for future reference.

Unpacking your Synergy 700

If anything is missing, please contact your place of purchase immediately.

- One Synergy 700 base station
- One Synergy 700 handset
- NiCad battery pack
- One power supply for base station
- One telephone line cord (pre-connected)

For your records

Date of purchase:
Place of purchase:
Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your Base station PIN here:

See *page 25* for more information.

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the mains power supply is 005391.

Only use the approved rechargeable battery pack supplied. Spare battery packs – item code 003267 are available from the BT Synergy Helpline on **08706 058 047**.

Do not open the handset or base station. This could expose you to high voltages or other risks. Contact the Synergy Helpline **08706 058 047** for all repairs.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/ intensive care medical equipment and should not be used by people with pacemakers.

Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of intereference.

Never dispose of the battery pack in a fire. There is a serious risk of explosion and / or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the battery pack is being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Setting up

Follow these steps to set up your Synergy 700 ready for use

Plan the location

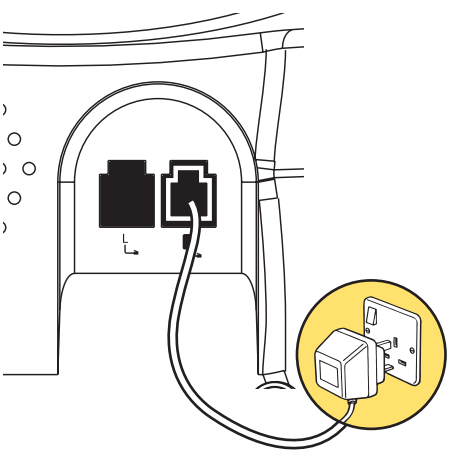
Position your Synergy 700 within 2 metres of a power socket and phone socket otherwise extension cables will be required.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

Do not place your Synergy 700 product in the bathroom or other humid areas.

1 Connect the power supply to the base

Plug the power adaptor into the mains power socket and switch on. The green Power/In Use light comes on.



Your Synergy 700 will announce the default settings of the answering machine. *See page 14.*

Note

The base station must be plugged into the mains power socket at all times.

Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the battery pack is charged. Answering the phone before the battery pack is fully charged may prevent it from reaching its optimum capacity.

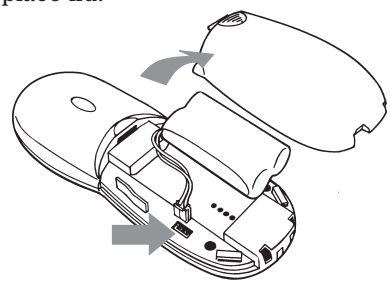
Warning

Under no circumstances should a non-rechargeable battery pack be used. Only use the approved battery pack. Using an unapproved battery pack will invalidate your guarantee and may damage the telephone.

2 Install the battery pack

A battery pack is supplied.

Install the battery pack by unclipping the battery compartment cover, then plug the battery pack connector in (as shown in illustration) and lower the battery pack into recess then replace lid.



3 Charge the handset battery pack for at least 16 hours

Place the handset on the base station. The red charging light will come on. The battery symbol is shown on the display during charging. **Leave to charge for at least 16 hours.**

Once the handset is fully charged, the display shows a full battery symbol.

BATTERY LEVELS

WEAK HALF-FULL FULL

Battery low warning

If the handset battery symbol is empty and flashing, and you hear a warning beep every 10 seconds, you will need to recharge your handset before you can use it.

Your Synergy 700 handset registers to the base automatically. The icon is shown on the display and SYNERGY HS1 will be displayed.

Helpline

If you are experiencing difficulty, please call the Synergy Helpline on **08706 058 047**.

Battery performance

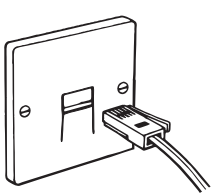
The charge capacity of rechargeable battery packs will reduce with time as they wear out, so reducing talk/standby time of the handset. Eventually they will need to be replaced. New battery packs (item code: 003267) can be obtained from the Helpline on **08706 058 047.**

After charging your handset for the first time, subsequent charging time for the battery pack is approximately 6-8 hours a day. Battery pack and case may become warm during charging, this is normal.

Under ideal conditions, the handset battery pack should give about 12 hours talktime or 150 hours standby on a single charge. (This does not mean you can unplug the base station or leave it for this length of time without charge.)

Please note, however, that new NiCad battery packs do not reach full capacity until they have been in normal use for several days.

4 Connect the telephone line cord



5 To set the day and time

The message counter on the base unit will flash between `0` and `C` until the day and time are set.

The day and time must be set using the Synergy 700 handset.

Your Synergy 700 automatically adds the day and time to all messages and memos received.

When you first switch the power on, the clock is set to `Sunday, 12.01PM`. You can change the day and time as required.

Menu ✓

Press the ✓ button *twice* on the Synergy 700 handset.

Menu ✓

Note

The main menu announcements are automatically announced through the handset earpiece when the ✓ button is pressed twice.

0

Press the **0** button. The prompt will announce, *"To set day and time press ✱, to hear day and time press #"*.

(Please note that if you press the **#** button this allows you to check the day and time.)

✱

Press the ✱ button. The prompt will announce, *"Please enter new day and time after the tone"*.

SETTING UP

After the tone enter the day, followed by the time using the 24 hour clock.

1 = Sun, 2 = Mon,
3 = Tues, 4 = Wed,
5 = Thur, 6 = Fri, 7 = Sat.

For example:

1 1415 = Sunday 2.15pm.

Or

5 0915 = Thursday 9.15am.

You will then hear your setting confirmed.

Press the ✘ button *twice* to return the handset to standby.

Note

If the day and time is entered incorrectly, the prompt will announce, "Incorrect, please set again". Enter the correct setting within 15 seconds otherwise the handset will return to standby mode. If the day and time is entered incorrectly three times the handset will return to standby.

Note

If you have any difficulties setting up your Synergy 700 please call the Helpline on **08706 058 047**.

If you wish to register additional handsets, *please see page 49*.

Please see the table below for your Synergy 700 default settings.

Synergy 700 Default Settings Table

Feature	Default Setting
Day/Time Stamp	Sunday 12:01 pm
Answer Delay	Your answering machine will answer after 6 rings
Audible Message Alert Tone	OFF
Outgoing Message	Answer and Record *"Hello your call cannot be taken at the moment so please leave your message after the tone."*
Answer Mode	ON
Base ringer level	High
Base loudspeaker volume	Level 5
PIN code	0000
Dialling mode	Tone

If you wish to personalise your answering machine settings, for example record your own outgoing message etc, please see *"Setting up and personalising your answering machine"* beginning on *page 31*.

The Synergy 700 answering machine will now be switched ON and set to its default settings so your Synergy 700 is now ready for use.

Using the telephone

To switch the handset on and off

R Press *and hold* the **RECALL/ POWER** button to switch the handset off.

R To switch the handset on, press *and hold* the **RECALL/ POWER** button again.

Making and receiving calls

To make an external call

Press the **TALK** button.
You will hear the dial tone and the display will show the EXT symbol.

Enter the number you want.

Or

Preparatory dialling

Enter the number to be dialled.

The number is shown in the display.

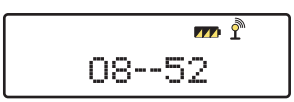
Secrecy (If you make a mistake, press the ✘ button to remove the incorrect digit).

When you have entered the number correctly, press the **TALK** button to dial the number.

Call timer

Your handset will automatically time the duration of all external calls.

The handset display shows the call duration both during your call and for a few seconds after it is complete.



To end a call

Press the **TALK** button.

Or

Place the handset back on the base.

To receive a call

When the phone rings the display will show CALL and the EXT symbol will flash.

If you have subscribed to a Caller Display Service, the number (and name if stored in the phonebook) will be displayed.

Press the **TALK** button to answer the call.

Or

If the handset is on the base, simply lift it up and speak.

To adjust the earpiece volume

During a call:

You can adjust the earpiece volume. There are 5 levels to choose from.

Press the **UP** or **DOWN** button until you reach the required level.

In standby mode:

Press the ✓ button.

Press the **DOWN** button until HANDSET is displayed.

Press the ✓ button.

Press the **DOWN** button until EAR VOL is displayed.

Press the ✓ button.

Press the **UP** or **DOWN** button until you reach the required level.

Press the ✓ button to confirm the selected level.

Press *and hold* the ✘ button to return to the idle screen.

Note

The symbol on your handset display indicates when you are in range of the base station. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base station.

The handset has a range of up to 300 metres outdoors and up to 50 metres indoors (in ideal conditions).

Redial

You can redial up to 5 of the last numbers called. They are stored in the redial list. If you have stored a name to go with a number in the phonebook, the name will be displayed instead.
See phonebook, page 17.

Redial

Press the **UP** button to enter the redial list.

Use the **UP** or **DOWN** buttons to scroll through the redial list.

Press the **TALK** button when the number (or name) you want to call is displayed. The number is dialled automatically.

Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

To switch secrecy on / off

During a call, press the ✘ button. The display will show MUTE. Your caller cannot hear you.

Press the ✘ button again to resume your call.

Name and number and Phonebook

You can store up to 50 of your most frequently used names and numbers in the Phonebook. Stored numbers can be no longer than 20 digits.

To store a name and number in the Phonebook

Press the ✔ button to enter the menu.

Press the **DOWN** button until the display shows PHONEBK.

Press the ✔ button.

The display will show ADD, press the ✔ button.

The display shows NAME?

Enter the name using the letters on the keypad. Names can be no longer than 8 characters.

Entering names:

Use the keypad letters to enter names, e.g. if you wish to store the name TOM:

To enter the letter T, press the **8** button once.

To enter O, press the **6** button *three times* and wait for the cursor to move across.

To enter M, press the **6** button once.

If you enter a digit incorrectly, press the ✘ button to delete it.

Press ✔ to confirm the name. You will hear a confirmation beep.

The display shows NUMBER?

Enter the telephone number you want to store.

Press the ✔ button. You will hear a confirmation beep.

Alternatively, press the ✔ button to continue storing entries in the phonebook.

Press *and hold* the ✘ button to return to the idle screen.

Note

Press the **1** *button once to insert a space, press twice for a - (hyphen), press 3 times for the number 1.*

To enter a pause in a stored number

You may want to enter a pause when storing international numbers, Charge card numbers or if you connect your telephone to a switchboard. (For more information on switchboard use *see page 56.*)

When storing the number, press *and hold* the **UP** button, until a P is displayed, at the point where you want to enter the Pause.

You may enter as many pauses as required.

To dial a number from the Phonebook

Press the **PHONEBOOK** button to enter the phonebook.

Use the **UP** or **DOWN** button to find the entry you want.

Or

To search alphabetically, press the relevant keypad number, e.g. to find TOM, press the **8** button and scroll through the entries under T.

Press the **TALK** button to dial the number of the name displayed. The number is dialled automatically.

Note

You can scroll in either direction to search through the list.

To edit Phonebook names and numbers

Press the ✓ button to enter the menu.

Press the **DOWN** button.

The display will show PHONEBK, press the ✓ button.

Use the **DOWN** button to scroll to MODIFY and press the ✓ button.

Use the **UP** or **DOWN** button to find the name you want to edit.

Press the ✓ button.

Use the ✘ button to delete unwanted letters. You can enter new letters as shown in *'Entering names'* on page 17.

Press ✓ to store the new name. You will hear a confirmation beep.

The number will be displayed. Edit the entry, using the ✘ button to delete and by entering new numbers.

Press the ✓ button to store the new number. You will hear a confirmation beep.

Press *and hold* the ✘ button to return to the idle screen.

To delete a Phonebook name and number

Press the ✓ button to enter the menu.

Press the **DOWN** button

The display will show PHONEBK, press the ✓ button.

Use the **DOWN** button to scroll to DELETE and press the ✓ button.

Use the **UP** and **DOWN** buttons to scroll through to the entry you want to delete.

When you have found the name to delete, press the ✓ button.

The number will be displayed, press the ✓ button.

The display will show CONFIRM?, press the ✓ button.

You will hear a confirmation beep. The number is now deleted.

Press *and hold* the ✘ button to return to the idle screen.

Paging handsets

You can alert handset users that they are wanted, or locate a missing handset. (Paging calls cannot be answered by a handset).

To page a handset from the base

Please remove the handset from the base unit (to access the **PAGE** button which is situated underneath the handset).

Page

Press the **PAGE** button on the base.

The handset(s) will ring.

To end paging:

Page

Press the **PAGE** button again.

Or

Press any button on the handset.

The display will show INT ○○○○ flashing.

Handset settings

To switch keypad beeps on and off

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

The display will show BEEP, press the ✓ button.

The display will show KEYTONE, press the ✓ button.

Use the **UP** or **DOWN** button to select either ON or OFF.

Press the ✓ button. You will hear a confirmation beep.

Important

Press and hold the ✘ button at any time to exit the menu and return to the idle screen.

To adjust the handset ringer volume

There are 5 levels to choose from (**1-5**), or you can turn the ringer off altogether.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

Use the **DOWN** button to scroll to RING VOL and press the ✓ button.

You will hear the current volume setting and it will be shown on the display.

Use the **UP** or **DOWN** button to select the required volume (VOLUME 1-5 or VOL OFF). You will hear a sample ring.

Press the ✓ button to confirm the new setting. You will hear a confirmation tone.

To set the external or internal ringer melody

There are 5 melodies to choose from and you have the option to choose a different melody for external and internal calls.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

Use the **DOWN** button to scroll to either INT MEL or EXT MEL.

Press the ✓ button.

You will hear the current melody setting and it will be shown on the display.

Use the **UP** or **DOWN** button to select the required melody. You will hear a sample melody.

Press the ✓ button to confirm the new melody. You will hear a confirmation tone.

To switch auto-talk on/off

When the handset is on the base or the charging unit you can answer the call without pressing the **TALK** button.

Press the ✓ button.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

Use the **DOWN** button to scroll to AUTO ANS.

Press the ✓ button.

Use the **UP** or **DOWN** button to turn auto-talk ON or OFF.

Press the ✓ button to confirm.

To name a handset

The handset name is pre-set as SYNERGY, however, you can personalise each handset by giving it a name.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

Use the **DOWN** button to scroll to NAME and press the ✓ button.

Press the ✘ button to delete the name already set.

Enter the name you want using the keypad and press the ✓ button, correct any mistakes by pressing the ✘ button.

You will hear a confirmation beep.

To set the handset language

If you wish, you can change the language used on the handset display. You can choose from English, French, German, Italian, Espanol, Norsk, Dansk or Svenska.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

Use the **DOWN** button to scroll to LANGUAGE and press the ✓ button.

Use the **UP** or **DOWN** button to scroll through the language options.

Press the ✓ button to confirm your choice. You will hear a confirmation beep.

Note

To default back to the English language follow:

Press the **MENU** button.

Press the **DOWN** button *three times*.

Press the **MENU** button.

Press the **UP** or **DOWN** button until ENGLISH is displayed.

Press the **MENU** button *twice*.

Base settings

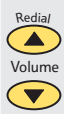
To adjust the base ringer volume

There are 5 levels to choose from (**1-5**), or you can turn the ringer off altogether.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

The display will show BASE VOL. Press the ✓ button.



Use the **UP** or **DOWN** button to select the required volume (VOLUME 1-5 or VOL OFF). You will hear a sample ring.

Press the ✓ button to confirm the new setting. You will hear a confirmation beep.

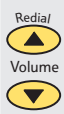
To adjust the base ringer melody

There are 5 melodies to choose from (**1-5**)

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to BASE MEL and press the ✓ button.



Use the **UP** or **DOWN** button to select the required melody (MELODY 1-5). You will hear a sample melody.

Press the ✓ button to confirm the new setting. You will hear a confirmation beep.

To select a base station

If a handset is registered to more than one base station, you can select which base your handset will use.

For more information on registering your handset to another base, *see page 49*.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to SEL BASE and press the ✓ button.

Use the **UP** or **DOWN** button to select the base you want (BASE 1-4).

Press the ✓ button. You will hear a confirmation beep.

To change the base station PIN code

If you change the base station PIN, keep a record of the new number by writing it in the space provided on *page 10*. You will need to use your base station PIN for registering handsets and for some other optional settings.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to PIN CODE and press the ✓ button.

The display will show PIN?

Enter your 4-digit PIN (original setting 0000).

Press the ✓ button.

The display will show NEW PIN. Enter your new 4-digit PIN.

Press the ✓ button.

The display will show RETYPE. Re-enter your new 4-digit PIN.

Press the ✓ button. You will hear a confirmation beep.

Press *and hold* the ✘ button to return to the idle screen.

To default/reset the handset and base to their original/default factory settings

Menu

Press the ✓ button to enter the menu.

Calls

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Menu

Calls

Use the **DOWN** button to scroll to DEFAULT and press the ✓ button.

Menu

The display will show PIN?

Enter the base PIN (original setting 0000)

Menu

Press the ✓ button.

You will hear a confirmation tone at the base and handset. The handset display will flash BASE 1 and then SYNERGY HS1.

Your Synergy 700 is now reset to the factory settings.

See *page 14* for default settings on the answering machine.

This will reset:

Earpiece volume	3
Handset & Base ringer volume	3
Handset & Base melody	1
PIN code	0000
Handset name	SYNERGY
Handset language	ENGLISH
Button beeps	ON
Battery low indicator beeps	ON
Out of range warning beeps	ON
Auto answer	ON
Dialling mode	DTMF
Pause after picking up line / dial-out code	3 seconds
Phonebook	Deleted
Redial list	Deleted
Calls list	Deleted

BT Select Services

Caller Display

Important

To use Caller Display you must first subscribe to your network provider's Caller Display Service.

For more information on BT's Select Services, call BT free on **0800 800 150**.

If you subscribe to a Caller Display Service you can see who is calling you on your handset display, as well as the time and date of their call.

If you have stored a name to go with the number in your handset phonebook, the name will be displayed instead.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the phonebook.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers on the list and copy them into the phonebook.

Caller information not available

With some incoming calls the telephone number of the caller is not available and cannot therefore be displayed.

In this case, your Synergy 700 provides you with some explanatory information about the type of call received. This will be one of the following.

UNAVAILA
The number is unavailable.

WITHHELD
The caller has withheld their number.

RINGBACK
Ringback call.

OPERATOR
The call has been made via the operator.

PAYPHONE
The caller is ringing from a payphone.

INTERNAT
International call.

Calls list

The Calls list contains the telephone numbers of your last 20 callers.

New calls in the Calls list are indicated by the flashing ✉ symbol.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

To enter the Calls list

Press the **DOWN** button to enter the Calls list. The ✉ symbol is displayed.

Use the **UP** or **DOWN** button to scroll backwards and forwards through the Calls list.

If the 'name' of your caller has been stored in the phonebook, this will be displayed. Press the ✓ button and the number will be displayed.

Press the ✓ button and the time of the call will be displayed.

Press the ✘ button to go back to the Calls list.

To call back a number from the Calls list

Press the **DOWN** button to enter the Calls list.

Use the **UP** or **DOWN** button to scroll to the number.

When the name or number is displayed, press the **TALK** button. The number will be dialled automatically.

To store a number from the Calls list into the Phonebook

Press the **DOWN** button to enter the Calls list.

Use the **UP** or **DOWN** button to scroll to the number you want.

When the number you want to store is displayed press the ✓ button.

The display shows the date and time of the call.

Press the ✓ button again, the display shows ADD.

Press the ✓ button, the display shows NAME.

Press keypad buttons to enter name as described before under the *"Entering names"* section.

Note

If necessary, you can edit the entry, when the entry is correct, press the ✓ button. The number is now stored in the phonebook.

Press the ✓ button.

The name and number are now stored in the phonebook.

IMPORTANT

Once stored in the phonebook the name will be deleted from the Calls list.

To delete a number from the Calls list

Press the **DOWN** button to enter the Calls list.

Use the **UP** or **DOWN** button to scroll to the number you want.

When the number you want to delete is displayed press the ✓ button *twice*, ADD will be displayed.

Use the **UP** or **DOWN** button to scroll to DELETE and press the ✓ button.

The number is deleted from the Calls list.

Note

If the number you want to delete is stored in the Phonebook only DELETE *will be displayed.*

To delete all numbers from the Calls list

Press the **DOWN** button to enter the Calls list.

Press the ✘ button. The display will show DEL ALL.

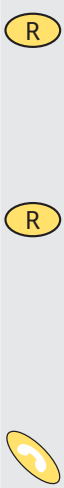
Press the ✓ button. The display will show EMPTY for 2 seconds.

Call Waiting

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

Instead of the engaged tone, the second caller will hear an announcement to hold on as you are aware that there is a second call.

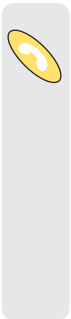
To use Call Waiting



You can answer the second call, without disconnecting your first caller, by pressing the **Recall** button. The first caller will be put on hold.

When you have spoken to the second caller you can return to the first caller by pressing the **Recall** button again. You can switch back and forth between the two calls without disconnecting either if you wish.

If you wish to disconnect the first call press the **TALK** button after speaking to the first caller.



The handset will then ring. Press the **TALK** button again and continue with the second caller.

The second caller will only be charged for their call from the moment you answer and not while they are waiting for your initial contact.

Other services

- Call my bill
- Call Barring*
- Call Diversion*
- Charge Advice
- Reminder Calls*
- Three-way Calling
- Call Return 1471

*A quarterly fee is chargeable for these services.

For more information about these Select Services, call BT on **Free***fone 0800* **800 150** for residential or **152** for business. If you are not on the BT network, please ask your telecommunications supplier for information on their services.

Setting up and personalising your answering machine

Your Synergy 700 can digitally record up to 13 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your Synergy 700 *from:*

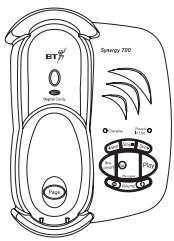
- The base unit.
- The handset.
- Remotely from any external *Touchtone*™ telephone.

Your Synergy 700 comes with two pre-recorded outgoing messages, **Answer and Record** or **Answer Only**, but if you wish you can record your own.

You will need to set the day and time (if you have not already done so) so that you will know when each message was received, *see page 13.*

Message display on the base station

The table opposite provides an explanation of what is shown on the base station display.



DISPLAY	DEFINITION
(Blank)	Power off.
C-0 **(flashing)**	Day/Time needs to be set.
0-9	Answer-on mode, 0-9 messages.
9 **(flashing)**	10-59 messages. Indicating more than 9 messages stored.
— **Alternating with** 0-9	Power on, but set to answer off mode. The display flashes between a dash and the number of messages saved in the memory.
A **(flashing)**	Handset menu and Remote access in progress.
E **(flashing)**	Error.
F **(flashing)**	Memory full.
P **(flashing)**	Message paused.
P-1: **Alternating between** P & 1	When selecting or playing **Answer & Record** outgoing message.
P-2: **Alternating between** P & 2	When selecting or playing **Answer Only** outgoing message.
r **(flashing)**	Message recording (memo, outgoing message or incoming message).
t or 2 to 9	Setting or reading answer delay.
8-0	Counting down.

To switch the answering machine ON/OFF

Press and release the **ANSWER ON/OFF** button to switch ON or OFF.

If you hear *"Answer on, your outgoing message is...."* the answering machine is switched on and is ready to answer incoming calls and record any messages, unless Answer Only is selected.

Answer Only is an advisory announcement only, so that the machine will not record an incoming message.

See *page 34* for a full explanation of the outgoing messages available.

The display on the base unit shows the number of messages stored in the memory.

If you hear *"Answer off"* the answering machine is switched off.

The display on the base unit will flash between a dash and the number of messages saved in the memory.

To adjust the base unit loudspeaker volume

The loudspeaker volume ranges from 0-9 plus H, where 0 is Off and H is the maximum level. The default level is 5.

Press **Vol +** on the base to increase the volume.

Press **Vol –** on the base to decrease the volume.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.

Answer delay

Answer delay sets the number of times your Synergy 700 will ring before the answer machine picks up your call and starts playing the outgoing message. The default setting is for the answering machine to answer after 6 rings. You can change this setting to between 2-9 rings.

To change the answer delay setting

Press *and hold* the **SKIP►** button on the base unit until the current setting is announced, then release.

Press *and release* the **SKIP►** button to move through the settings, with each press the options will be announced and will also be shown on the base unit display, i.e 8, 9, Time Saver, *(see page 47)* 2, 3, 4, 5, 6, 7.

When you hear the setting you want, do not press the **SKIP►** button again. After a short delay your chosen setting will be announced.

To check the answer delay setting at the base station

Press *and release* the **SKIP►** button.

The current setting will be announced and also shown on the base unit display.

Audible Message alert

When new messages have been received, your Synergy 700 will beep every 10 seconds (when audible message is switched ON). The volume of the beep is at the volume you have set for the loudspeaker. The default setting is OFF.

To switch audible message alert ON or OFF

When the answering machine is set to ON and in the idle mode:

Press *and hold* the **◄SKIP** button on the base unit to change the setting.

The prompt will announce *"Message alert on/off"* as appropriate.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. Your Synergy 700 comes with 2 pre-recorded outgoing messages to choose from as follows:

Answer and Record

Your Synergy 700 has a pre-set Answer and Record outgoing message that allows your caller to leave a message.

"Hello, your call cannot be taken at the moment, so please leave your message after the tone".

However, you can record your own Answer and Record outgoing message if you wish, *see 'To record your own Answer and Record outgoing message', opposite.*

Answer Only

Your Synergy 700 will play a pre-recorded Answer Only outgoing message but will **not allow your caller to leave a message**.

"Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

However, you can record your own Answer Only outgoing message if you wish, *see 'To record your own Answer Only outgoing message', page 35.*

Note

You can only record your own outgoing messages via the handset.

To record your own Answer and Record outgoing message

You can record your own **Answer and Record** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to 3 minutes long. Your own outgoing message will replace the Answer and Record pre-recorded outgoing message, but it is possible to reinstate it later if you wish *(see page 37)*.

Pick up the handset.

Menu

Press the ✓ button *twice*. You will hear the main menu announcement from the handset earpiece.

8 TUV

Press the **8** button for the outgoing message menu.

3 DEF

To record your own **Answer and Record** outgoing message, press the **3** button. The prompt will announce, *"Please speak after the tone. To end recording, press #".*

After the tone, speak your outgoing message into the handset. Press **#** when you have finished. You will hear a long beep, (throughout recording ⊢ will flash on the base unit display).

The prompt will announce, *"Your outgoing message is"* and then play your message. The display will flash ⊢ and after playing your message you will hear the menu once more.

Press *and hold* the ✘ button to return the handset to standby.

To record your own Answer Only outgoing message

Note

When recording your own ***Answer Only*** *outgoing message, please remember not to invite your caller to leave a message as the* ***Answer Only*** *mode will not record incoming messages.*

You can record your own **Answer Only** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to a maximum recording capacity (13 minutes), but you should try to keep it short to allow time for recording memos, or incoming messages *when* using the alternative **Answer and Record** outgoing message. Your own outgoing message will replace the **Answer Only** pre-recorded outgoing message, but it is possible to reinstate it later if you wish *(see page 37)*.

Pick up the handset.

Press the ✓ button *twice*. You will hear the main menu announcement from the handset earpiece.

Press the **8** button for the outgoing message menu.

To record your own **Answer Only** message, press the **4** button. The prompt will announce, *"Please speak after the tone. To end recording, press* **#***"*.

After the tone, speak your outgoing message into the handset. Press **#** when you have finished. You will hear a long beep, (throughout recording ⊢ will flash on the base unit display).

The prompt will announce, *"Your outgoing message is"* and then play your message. The display will flash ⊏ and after playing your message you will hear the menu once more.

Press *and hold* the ✘ button to return the handset to standby.

To check or play your outgoing message via the base unit

You can check and play back your current outgoing message at any time via your Synergy 700 base unit.

Press the **ANSWER ON/OFF** button.

The prompt will announce either:

- *"Answer on, your outgoing message is..."* and play your currently selected outgoing message.

Or

- *"Answer off"*. If prompt is "Answer off", press the **ANSWER ON/OFF** button again and the prompt will announce the current outgoing message.

To check or play your outgoing message via the handset

Pick up the handset.

Press the ✓ button *twice*.

Press the **8** button.
The prompt will announce, *"To play outgoing message, press 2"*.

Press the **2** button. Your currently selected outgoing message will be played.

Press *and hold* the ✘ button to return the handset to standby.

To select your outgoing messages via the base unit

Press and hold the **ANSWER ON/OFF** button until you hear, *"Please select outgoing message"*, then release the button.

Either

To set **Answer and Record**, press and release the **◄Skip** button.

Or

To set **Answer Only**, press and release the **SKIP►** button.

Your chosen setting will be announced over the base speaker.

To select your Answer and Record outgoing message via the handset

Menu ✓ Press the ✓ button *twice*.

8 TUV Press the **8** button.

To select **Answer and Record** outgoing message, press the **5** button.

5 JKL

The prompt will announce, *"Your outgoing message is ....."* *followed by .....*

1 – To hear main menu, press **1**.

8 TUV – To hear the outgoing message menu, press **8**.

Secrecy ✘ Press *and hold* the ✘ button to return the handset to standby.

To select your Answer Only outgoing message via the handset

Menu ✓ Press the ✓ button *twice*.

8 TUV Press the **8** button.

To select **Answer Only** outgoing message, press the **6** button.

6 MNO

The prompt will announce, *"Your outgoing message is ....."* *followed by .....*

1 – To hear main menu, press **1**.

8 TUV – To hear the outgoing message menu, press **8**.

Secrecy ✘ Press *and hold* the ✘ button to return the handset to standby.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the base unit

You can delete your personalised outgoing message and return to your Synergy 700's pre-recorded outgoing message.

First select the outgoing message that you want to delete, *see page XX*.

Del Whilst your outgoing message is playing press the **DELETE** button on the base unit.

The message will stop playing and you will hear a short beep, then the default pre-recorded outgoing message will be played.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the handset

Pick up the handset.

Press the ✓ button *twice*.

Press the **8** button.

The prompt will announce, *"To play outgoing message, press 2"*.

Press the **2** button.

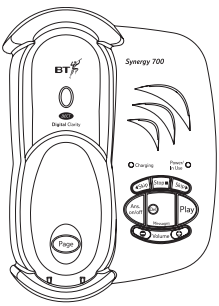
The selected outgoing message that you wish to replace will be played.

Press the **5** button to delete it.

Whilst your outgoing message is being played you will hear a confirmation beep, followed by the voice prompt announcing the default pre-recorded outgoing message.

Press *and hold* the ✘ button to return the handset to standby.

Using the Synergy 700 answering machine via the base unit



Note

Press the **STOP** *button at any time during playback to stop messages playing.*

To playback messages

Play

Press the **PLAY** button.

The prompt will announce, *"You have (n) messages"*.

Your message(s) will be played back, starting with the first message received.

At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.

To pause a message during playback

Play

While listening to the message, press the **PLAY** button.

The message will be paused. You will hear a beep every 10 seconds and the message display will show P flashing.

Play

Press the **PLAY** button again to resume playback.

To skip forward and backward through messages (including fast forward playback)

During playback:

Press the **SKIP►** button to skip forwards to the next message.

If you press and hold the **SKIP►** button the current message will be played at 1½ times the speed (fast forward playback).

Press the **◄Skip** button to return to the start of the current message. Press again to return to the start of the previous message.

To delete an individual message

Press the red **DELETE** button on the base unit during message playback.

The prompt will announce, *"Message deleted"*.

The message is not deleted yet, but at the end of playback when there is an 8 second countdown followed by a confirmation tone. Let the countdown reach 0 and all the selected messages are deleted and the remaining messages are saved.

To delete all messages

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press delete"*. The display counts down from 8-0.

During the countdown press the red **DELETE** button and the prompt will announce, *"All messages deleted"*. At the end of the countdown there will be a confirmation tone.

To cancel deletion

Individual or all.

Press the **STOP** button during the 8-0 countdown. All messages will be saved including any marked for deletion.

Call screening

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call.

Make sure the volume on the base unit is set to an audible level, *see page 32*. Allow the incoming call to be answered by your Synergy 700 answering machine as normal. You will hear the caller begin to leave a message.

To screen a call from the base unit

While listening to your caller leaving a message, via the base unit loudspeaker, you can decide to take the call by pressing the **TALK** button on the handset.

Or

If the handset is resting on the base unit and you decide to take the call, lift the handset and speak to the caller.

Recording will stop automatically.

Using the Synergy 700 answering machine via the handset

You can use your Synergy 700 for a variety of functions: to listen to your messages; delete, skip forward or backward; record a memo or new outgoing message, and to screen incoming calls.

Note

If you try to access the answering machine via the handset when the base unit is in use the handset display will flash TAM BUSY.

Accessing your messages from the handset

Use the table on *page 43* for instructions on which buttons to press to access the answering machine from the handset.

Press the ✓ button *twice*. The handset will beep and announce the main menu options.

The display will flash TAM MENU and the handset will beep.

2 ABC	To play **all** messages
3 DEF	To play **new** messages
4 GHI	To skip back during messages
5 JKL	To delete messages, memo, outgoing message
6 MNO	To skip forward during messages
7 PQRS	To record a new memo
8 TUV	To hear outgoing message menu
2 ABC	To play Outgoing Message, Press 2
3 DEF	To record **Answer and Record** Outgoing Message, Press 3
4 GHI	To record **Answer Only** Outgoing Message, Press 4
5 JKL	To select **Answer and Record** Outgoing Message, Press 5
6 MNO	To select **Answer Only** Outgoing Message, Press 6
8 TUV	To hear the Outgoing Message Menu again, Press 8
1	To hear Main Menu again, Press 1
9 WXYZ	To set a new security code *(Please see Remote access, page 46)*
0	To set day and time
1	To hear main menu.

To playback messages

Pick up the handset.

Menu ✓ Press the ✓ button *twice*. You will hear the main menu announcement from the handset earpiece.

Play 2 ABC Press the **2** button to play all messages.

The prompt will announce, *"You have (n) messages"*.

Your message(s) will be played back, starting with the first message received.

At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.

Secrecy ✘ Press *and hold* the ✘ button to return the handset to standby.

To play new messages

Pick up the handset.

Menu ✓ Press the ✓ button *twice*. You will hear the main menu announcement from the handset earpiece.

3 DEF Press the **3** button to play all new messages.

The prompt will announce, *"You have (n) new messages"*.

Your new message(s) will be played back, starting with the first message received.

Press *and hold* the ✘ button to return the handset to standby.

To skip back during message playback

Press the **4** button during message playback to skip back to the start of the current message. Press again to return to the start of the previous messages.

To skip forward during message playback

Press the **6** button during message playback to skip forward to the next message.

To delete individual messages during playback

Press the **5** button during message playback to delete an individual message.

The prompt will announce, *"Message deleted"*.

To delete all messages

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press 5"*.

Press the **5** button.

The prompt will announce, *"All messages deleted"*.

This is a useful timesaving feature to delete all messages, once you have listened to them, and avoids having to delete each one individually during playback.

Memos

A personal memo can be recorded on your Synergy 700 and left as a message for another user. Memos can be of any length, up to the maximum recording capacity (13 minutes), but you should try to keep them short to allow time for recording incoming messages.

Note

You cannot record a memo using the base unit.

To record a new memo

Press the ✓ button on the handset *twice*.

Press the **7** button. The prompt will announce, *"Please speak after the tone. To end recording press square"*.

Speak your memo into the handset.

The display will show r flashing.

Press the **#** button to end recording.

Your memo is now stored and can be played back later. Memos are stored in the same way as incoming messages, and the message counter on the base unit will increase by 1.

Press *and hold* the ✘ button to return the handset to standby.

Call screening/Call intercept

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call.

Make sure the volume is set to an audible level, *see page 32*. Allow the incoming call to be answered by your Synergy 700 answering machine as normal. You will hear the caller begin to leave a message.

To screen a call via the handset (when the handset is off the base unit)

When your Synergy 700 starts to record an incoming message, the IN USE light will flash. The display will show SCREEN?

Press the ✓ button.

You can hear the caller on the handset.

Or

To interrupt recording and talk to your caller, press the **TALK** button.

Recording is stopped.

Remote access

You can turn your Synergy 700 answering machine on and off and listen to your messages from any *Touchtone*™ telephone. To protect your privacy, messages can only be accessed by entering a 3-digit security code.

The pre-set code is 0000 and can be changed. If you change the code it is advisable that you make a note of it somewhere safe.

To change your security PIN code

Press the ✓ button *twice*.

Press the **9** button.

To set a new security PIN code press ✱.

You will hear a beep, followed by, *"Please enter new security code after the tone"*.

Enter a 4-digit code of your choice.

The prompt will announce the new security PIN code.

To confirm your security code press **#**.

Press *and hold* the ✘ button to return to standby.

Note

After 15 seconds the handset will automatically return to standby.

To switch your answering machine on remotely

If you go out and forget to turn your answering machine on you can switch it on remotely.

Dial your telephone number.

Let the phone ring for 20 rings until you hear your outgoing message.

Press the ✱ button.

Enter your security code.

Press the **7** button within 8 seconds. You will hear *"Answer On"* and your answering machine will now be switched on to answer incoming calls.

Note

If you have new messages they will be played after you have entered your security code.

To check for messages

Dial your phone number and wait.

When you hear your outgoing message, press the ✱ button on your phone. You will hear, *"Please enter your security code"*.

Enter your security code.

If you have new messages, you will hear, *"You have 'n' new messages"*.

Your messages will be played.

If you have no new messages, you will hear, *"You have no new messages, to hear main menu press 1"*.

You have 15 seconds to enter any other instructions before your Synergy 700 hangs up.

Note

If you enter your security PIN code incorrectly, after the second attempt, your Synergy 700 will announce: "Thank you for calling" and will then hang up.

Time saver

The Time saver feature is useful if you are out and want to ring in and check if you have received any new messages.

If your answering machine is set to time saver you can check whether you have new messages or not before your answering machine actually answers your call. If you have new messages your answering machine will answer after 2 rings, if you do not have any new messages, it will not answer until 6 rings. This enables you to hang up before you are connected, saving you time and the cost of a call.

Operating the answering machine

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

The Remote access main menu

The main menu lets you operate a range of answering machine functions. Simply follow the instructions as announced:

"To play all messages, press 2".

"To play new messages, press 3".

"To skip back during messages, press 4".

"To delete during messages, press 5".

"To skip forward during messages, press 6".

"To set answer on or off press 7".

"To hear the outgoing message menu, press 8".

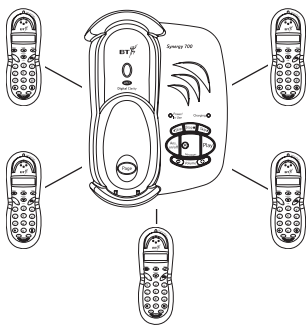
"To set a new security code press 9".

"To set day and time press 0".

"To hear main menu again, press 1".

Using additional handsets and bases

Up to 5 handsets can be registered and operated from any one Synergy 700 base. This allows you to make internal calls between two handsets while a third is making an external call.



Each handset can be registered on up to 4 bases.

Each additional handset you purchase must be registered with the base.

Your handset supplied is pre-registered as Handset 1 to its base (**Base 1**).

Note

Remember to charge the battery pack of new handsets for at least 16 hours before use.

If the display shows NOT SUB *and the* 🔔 *symbol is flashing, your handset is not yet registered with the base.*

To register a handset to another base

At the base:

Page

Press and hold the base **PAGE** button for at least 10 seconds, until you hear the validation tone (two beeps), then release the button.

At the handset:

Menu

Press the ✓ button to enter the menu.

Calls

Menu

Use the **DOWN** button to scroll to REGISTER and press the ✓ button.

The display will show BS 1 2 3 4. (The numbers that are flashing indicate other bases that the handset is already registered to).

Enter the base number (**BS 1-4**) that you want to register the handset to.

Enter your 4-digit PIN (original factory setting 0000) and press the ✓ button.

Menu

The display will show SEARCH 1, 2, 3, 4 and the

symbol will flash as the handset tries to locate the base. When the handset locates the base, the handset will be automatically selected and shown on the display.

(If the handset does not locate the base, the handset will return to the previous menu. Try to register again by using a different available base number. Ensure that you are in close vicinity of the base).

Note

Your 4 digit PIN number is `0000` *unless you have previously allocated a new PIN number as explained on page 25.*

To de-register a handset from the base

Note

Handsets can only be de-registered via another handset.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to `SETUP` and press the ✓ button.

Use the **DOWN** button to scroll to `DEL HS` and press the ✓ button.

The display will show `PIN?`

Enter your 4-digit PIN.

Press the ✓ button.

Use the **UP** or **DOWN** button to select the handset you want to de-register (`HANDSET 1-5`).

Press the ✓ button. Display shows `CONFIRM?`.

Press ✓. You will hear a confirmation beep.

Once de-registered, the handset will display `NOT SUB`.

Internal calls

If you have multiple handsets registered to the base you can make internal calls between handsets.

To make an internal call to another handset

Int.

Press the **INT** button.

Enter the number of the handset you wish to call, (**1-5**). The handset will be called.

To end the call, press the **TALK** button.

Transferring calls

You can transfer an external call to another handset registered to the base.

To transfer an external call between handsets

During an external call:

Int.

Press the **INT** button.

Enter the number of the handset that you want to transfer the call to (**1-5**).

Your caller will be put on hold.

When the internal handset is answered, (if you want to you can talk to the handset user first), press the **TALK** button. The call will be transferred.

If the call to the second handset is not answered you can revert/speak to the caller again by pressing the **INT** button.

Int.

Three-way conversation

You can talk to one external caller and another internal caller at the same time on your handset.

Please note that you can only use this feature with Synergy 600 and Synergy 700 handsets.

During a call with an external caller:

Int. Press the **INT** button. Your caller is put on hold and you hear a tone.

Enter the number of the handset you want to transfer the call to.

Conf When the handset is answered, press and hold the **#** button for about 3 seconds. You can now start your three-way conversation. (If the internal handset user does not answer your call, press the **INT** button to return to your external caller).

Int.

Press the **TALK** button to end the call.

Note

When on a three-way call the call can only be cleared by the handset which set it up.

Press the # button to exit the call.

Handset Priority

Menu Press the ✓ button to enter the menu.

Calls Use the **DOWN** button to scroll to SETUP and press the Menu ✓ button.

Use the **DOWN** button to scroll to PRIORITY and press the ✓ button.

Use the **DOWN** button to scroll to SELECT.

Press the ✓ button.

Use the **DOWN** button to display the option you want, either BASE or the handset number you require, eg HANDSET 3.

Press the ✓ button. The display shows RINGS followed by a number between 1 and 9.

Use the **DOWN** button to scroll to the number of rings you require.

Press the ✓ button. PRIORITY is displayed, denoting that handset priority is on.

Press the ✓ button to confirm. The display shows ON.

Help

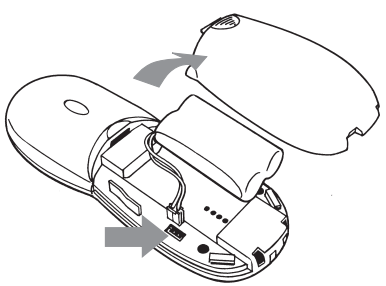
Replacing the handset battery pack.

After a time, you may find that the handset battery pack is running out of charge more quickly. This is a standard sign of wear and the battery pack will need replacing.

For spare battery pack (Item Code 003267) please contact the Synergy 700 Helpline **08706 058 047**.

Replacing the battery pack

In the event that you should need to change or replace the battery pack: Unclip the battery compartment cover. Disconnect the small battery pack plug from inside the battery compartment. Connect the plug from your new battery pack and replace the battery compartment cover.



Do not immerse the battery pack in water or throw it into a fire, or dispose of it with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your Synergy handset by using any other type of battery pack.

No display appears.

The battery pack may be flat or dead. Recharge or replace the battery pack.

The handset may be switched off.

No dial tone.

Is the telephone line cord plugged into the phone socket?

Check that:

- The base station is connected to the mains power and switched on.

You cannot link up with the base station.

Is the display flashing ?

The mains power cable may not be connected at the base or switched on.

Are you in range of the base station?

The battery pack could be low or flat.

If using more than one base station, check that you are connected to the correct base. *See page 25.*

No ring on the handset.

The ringer volume may be switched to off. To adjust the ringer volume on the handset. *See page 21.*

Check that:

- The base station is plugged into the phone socket.
- The base station is plugged into the mains power and switched on.

Buzzing noise on my radio, TV, computer or hearing aid.

Sometimes, your Synergy 700 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your Synergy 700 and other Synergy/DECT GAP compatible handsets at least one metre away from such appliances to avoid any risk of interference.

The charger does not appear to be working.

Check that:

- The power adaptor is properly plugged into the charger.
- Your handset has slotted correctly into the charger.
- The battery pack is correctly fitted into the handset.
- The base is plugged in to a working socket and that the socket is switched on.

Are you using the correct power adaptor?

Synergy 700 base station power supply is Item Code 005391.

Cannot adjust an option in the base station.

Is someone else making changes via another handset?

Have you pressed the ✓ button to confirm your selection?

If you are still experiencing difficulty, call the Synergy 700 Helpline on **08706 058 047**.

General information

Guarantee

Your Synergy 700 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Synergy 700, or any component thereof, (other than the battery pack), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover the battery pack and any faults or defects caused by accidents, misuse, fair wear and tear, neglect, storm damage, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on *page 53*, or contact the Synergy 700 Helpline for assistance:

Helpline **08706 058 047,** 9am to 5.30pm Monday to Friday.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, TecLogic on 01672 564444 or a local qualified repairer.

Instructions for returning the product:

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including line cords, power supply units, and the original

battery pack. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Synergy 700 has a REN of 1. A total REN of 4 is allowed, if the total REN of 4 is exceeded, the telephones may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Only use approved power supply, item code 005391.

Only use the approved battery pack, item code 003267.

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your service provider.

Switchboard external line access code

You may need to enter an access code (e.g. **9**) in order to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code.

Recall

To use the recall button

R

This is used when connected to certain switchboards and for some BT Select Services or those services available via your network provider.

To set the dialling mode

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to DIALMODE and press the ✓ button.

Use the **UP** or **DOWN** button to select either TONE or PULSE.

Press the ✓ button. You will hear a confirmation beep.

To automatically insert a pause after an access code

With some switchboards it may be helpful to dial a pause after entering the switchboard access code, e.g. 9, 11 etc. to enable you to get an outside line.

This feature automatically inserts a pause between the access code and the telephone number that you have entered in the Phonebook. However for this feature to work you must still enter the access code at the front of the telephone number when storing in the Phonebook.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP.

Press the ✓ button.

Use the **DOWN** button to scroll to PABX.

Press the ✓ button.

Use the **DOWN** button to scroll to PBX 1.

Press the ✓ button. Display shows PIN?. Enter PIN number.

Press the ✓ button.

Enter the access code.

Press the ✓ button.

You can also adjust the length of the pause to be inserted:

Press the ✓ button.

Use the **DOWN** button to scroll to SETUP.

Press the ✓ button.

Use the **DOWN** button to scroll to PABX.

Press the ✓ button.

Use the **DOWN** button to scroll to PAUSE.

Display shows 3 SEC.

Use the **DOWN** button to scroll to 5 SEC.

Press the ✓ button. You will hear a confirmation tone.

Accessories and spares for the Synergy DECT Telephone range

Accessories and spares for your Synergy 700 are listed below.

All items are available from the Synergy Helpline on **08706 058 047.**

- Adaptor
- Battery pack
- Battery cover
- User guide
- Line cord

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R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance.

Hereby, Suncorp Technologies, declares that this Synergy 700 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Synergy 700 is published on the web site http://www.suncorptech.com/bt

Offices worldwide

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